

16

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MEMBERSHIP SERVICES - PROBLEM MANAGEMENT SCOREBOARD

PROBLEM/ GROUP ASSIGNED	EVENTS	DATE FIRST RECEIVED	PROBLEM DESCRIPTION	CURRENT PROBLEM STATUS
Modem not dialing/Comm errors	42	7/1	Modems that are supposed to be Hayes compatible, including Hayes modems, are not responding to our software. Sometimes they won't dial or even respond in any way to the PRODIGY AT string.	The PLS/Reception System link ("first mile") is where the work is now being concentrated. RTS has been visiting a nearby member who has been experiencing these problems to watch the data string from the reception system side. Meanwhile, MSS2 will be testing a proposed code fix that could permit members to change the communications portion of their PRODIGY software. One other fix being researched is to change the size of the data packets being sent to the member from 256 bytes to 128 bytes. This may ease the problems we have been having with modems on poor line conditions. The research team has subsequently concluded the problems are heightened in the "first mile" because the noise on the telephone lines causes the error checking scheme to become confused between the reception system and the PLS, so that while the reception system is trying to recover a bad data packet, the PLS is trying to send a new packet. Several scenarios are now under consideration while the situation is still in problem determination, including creating a test version of the software that could be mailed to a small number of people having the problem. One consensus was that we are not comfortable with having members change the PRODIGY dial string. One other thing under study is whether the problem could be with a new UART being used in some of the newer PC configurations.
Communications Manager (COMM) Errors	38	7/1	Members are receiving CM errors even after checking and PLSes on compatible modems. CMs seem to be the predominant error.	
Modems not running at 2400 baud	15	8/26	Modems that should connect and run at 2400 baud are not.	
All Three Assigned to RTS/Briney				

PROBLEM/ GROUP ASSIGNED	EVENTS	DATE FIRST RECEIVED	PROBLEM DESCRIPTION	CURRENT PROBLEM STATUS
Household members not able to enroll.	33	9/5	Some members with Version 2.0 software were not able to enroll other members of their household. In other instances, new members enrolling for the first time would freeze up when they attempt to change their temporary password at the end of enrollment.	It was our intention to close this problem this week, but another event cropped up Wednesday. MSS was able to enroll the member from here. The problem has evolved because of mis-matched enrollment objects between TFF and the reception system. The current feeling is that TFF still does not have all of the new objects in place.
RTS/Briney and Data Collection/ Barlow				
SMGR-2			A small number of members are reporting this problem. Reinstallation is the only way this situation can be fixed, at this time.	The problem is seen in the stage.dat file. MSS has been getting several of these files in from members and passing them on to Tony Witek in RTS for analysis. Members are being offered a month's free service for sending in the disks. One of these problems occurred in-house earlier this week. In several of the cases, including the in-house situation, the stage.dat file were from earlier versions of the software. One of the stages that were sent in from members had been built in February. In its current problem determination status, it would appear that the stage files are not being updated, for whatever reason. The stages should be up-gradeable, even though the reception system file (rs.exe) has not been upgraded. For the time being, installing or reinstalling the current level of software fixes the problem.
RTS/Briney	3	9/14		
Freezing Screens	5	9/16	Service has begun to freeze up on members' machines after they have been using the service for only a short period of time. No error codes are in evidence.	The situation here is being monitored by both MSS2 and RTS in an attempt to catch a trend. MSS2 also is comparing reports received from TINA. The early suspect here is the higher clock speeds being used by some of the newer clone machines. Two other areas being investigated are communications problems and the recent problems with the stage.dat/enrollment. The hang could be evidence of a missed communication process, in which both ends of the connection are waiting for something to happen.
RTS/Briney				

PROBLEM/ GROUP ASSIGNED	EVENTS	DATE FIRST RECEIVED	PROBLEM DESCRIPTION	CURRENT PROBLEM STATUS
Graphics	15	7/29	Very high resolution graphics equipment (monitors and graphics cards) are not capable of displaying our software in its current stage of development. The manifestation is as double images or no display. Another problem is that the graphics card is not being reset to its default color palette after exiting from PRODIGY.	This is being treated as a low priority item. Graphics problems evolve across very high resolution configurations. The incidence is not high and Development wants to move in the direction of extremely high resolution graphics as the software evolves. There are three manifestations: Hi-resolution monitors, colors not being reset upon PRODIGY exit and a small number of others. This single grid is currently being split into three grids. Don Canfield is looking into the two situations that involve monitors.
Systems Planning & Administration/ Canfield				
Vendor DOS	4	8/9	A number of Vendor versions of DOS have not been able to run with PRODIGY Software.	MSS is having members install with either MS-DOS or PC-DOS, only, and trying to limit the usage to floppy disks for the time being.
RTS/Briney				
Zuckerboard memory expansion boards not recognized	3	8/1	Members using Zuckerboard cards for memory expansion are freezing with a "Program Too Big To Fit In Memory" error message.	This is a new problem. Compatibility of Zuckerboard memory expansion cards needs to be researched. The PRODIGY Installer does not see the memory that is loaded on the Zuckerboard. All attempts to troubleshoot this problem have been unsuccessful.
RTS/Briney				
*****RESOLUTIONS*****				
Members lose profile at enrollment	14	9/7	After changing password in enrollment, members receive the technical error screen. They try to log in using the old ID and Password and are told they are no longer valid. TPF only gets a partial profile of the member, yet EMS and billing have received full profiles.	The fix here was to have TPF write the profile information to its storage prior to sending the data out to OMS. A patch has been put in place and tested during the past week and the problem seems to have gone away. Members who had not been able to enroll (9) were given new IDs and Passwords. They are now working.
RTS/Briney and Delivery & Data Collection/ Barlow				
DOS 4.0	4	9/11	Members with IBM DOS 4.0 are not able to install the service. Although there is a workaround, it is not available unless the member has 640Kb and a hard disk.	MSS is suggesting the fix for those members with the appropriate configuration. Fix software is being tested currently. A letter explaining the situation to those reporting the problem will be going out to these members this week.
RTS/Briney and MSS2				